

Connex Trains
1800 001 050
1800 800 705
9610 7512
Emergency and level crossing failure.
Customer Feedback Line (6am–10pm daily).
Lost property (9am–4.30pm Monday to Friday).
Visit: www.connexmelbourne.com.au

Yarra Trams
1800 800 166
Customer Feedback Line and lost property enquiries between 6am–10pm daily.

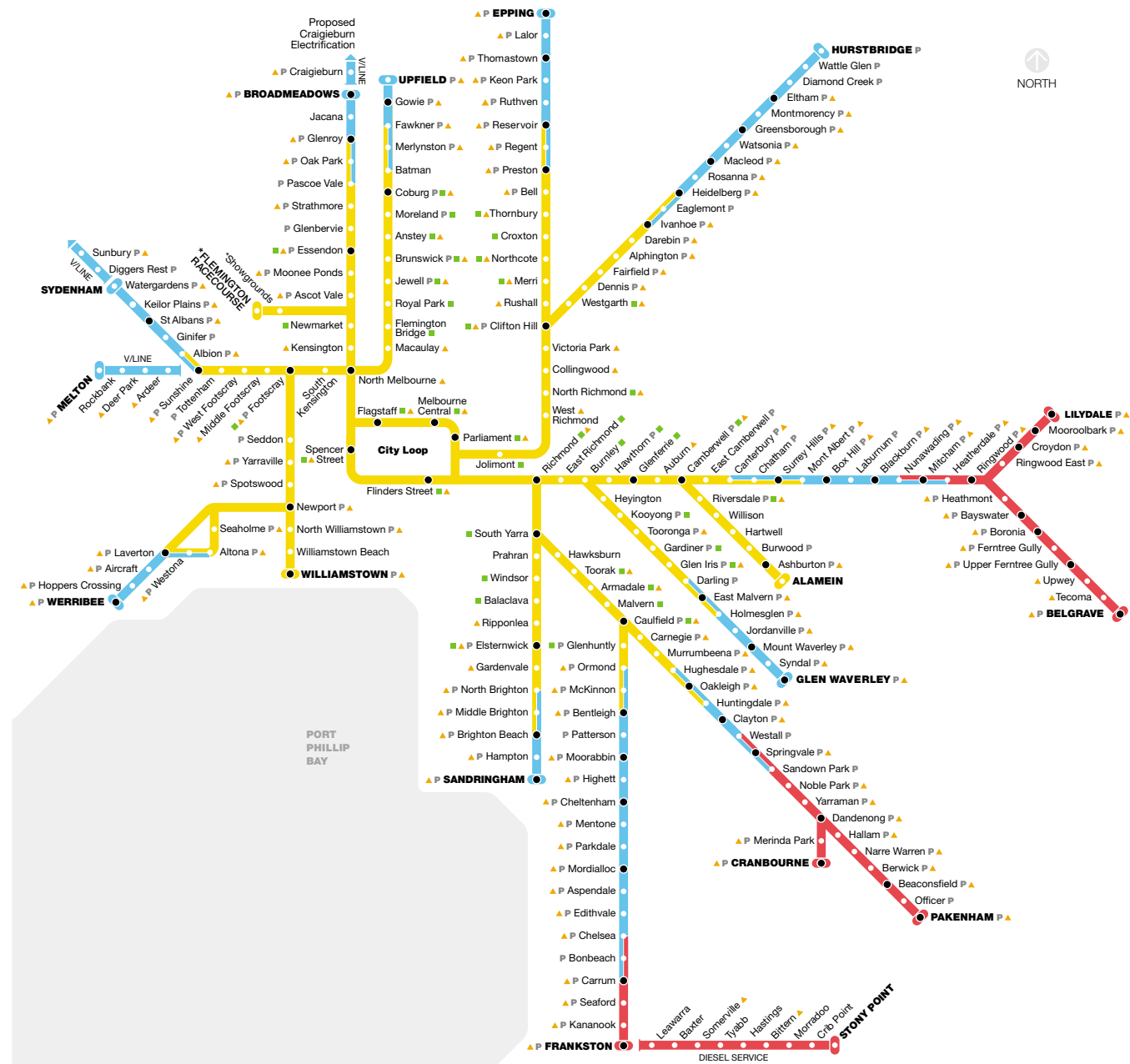
M>Tram
1800 800 120
Customer Feedback Line and lost property enquiries between 6am–10pm daily.
Lost property enquiries (8am–5pm Monday to Friday).

M>Train
1800 001 050
1800 800 120
Emergency and level crossing failure.
Customer Feedback Line (6am–10pm daily).
Lost property enquiries (8.30am–5pm Monday to Friday).
Visit: www.movingmelbourne.com

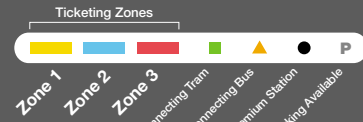
Metropolitan Bus Operators
131 638
For local bus timetable and service enquiries (6am–10pm daily).
Visit: www.victrip.com.au



Melbourne Train Network



Information



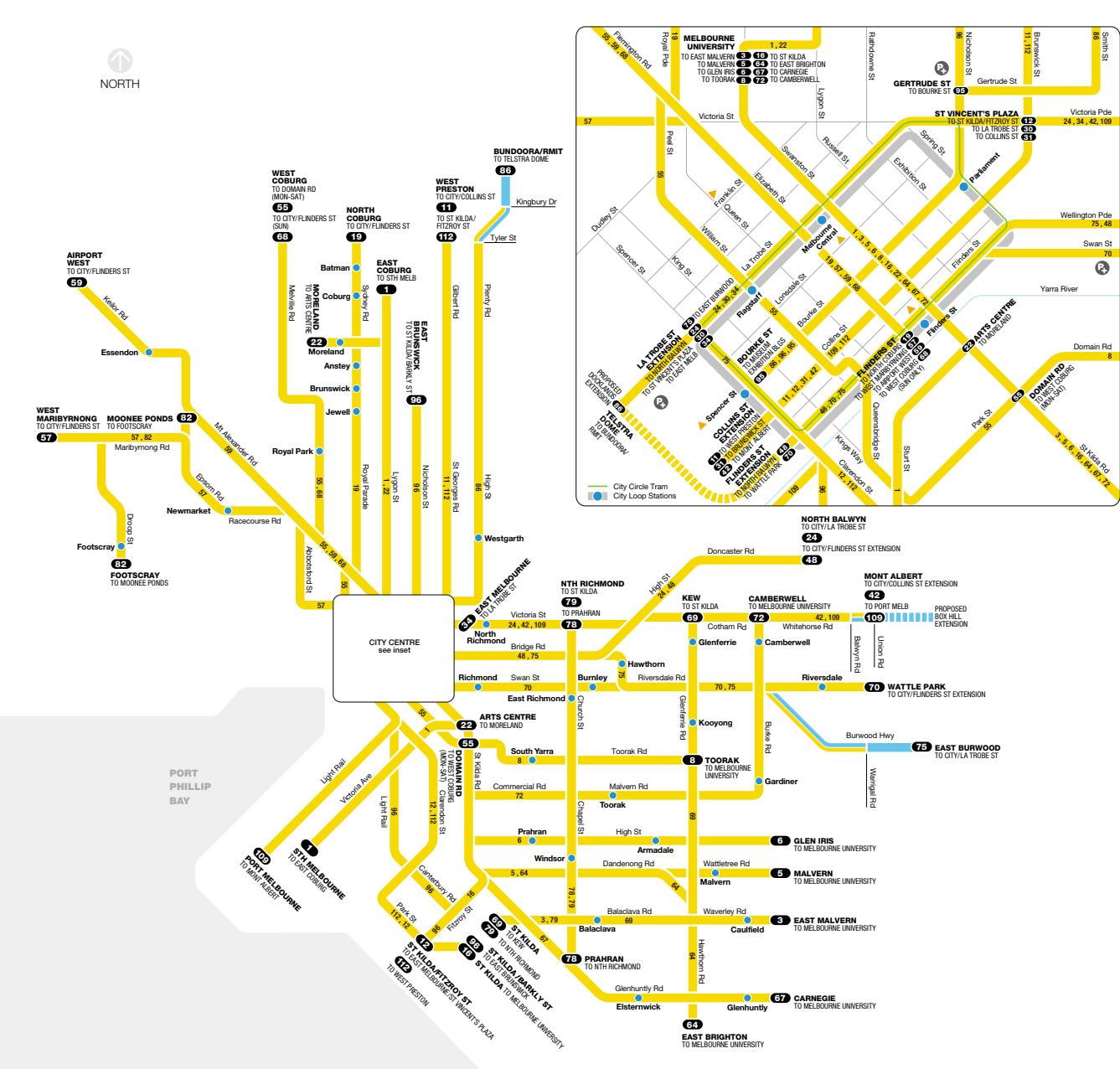
connex Lines: Alamein, Belgrave, Epping, Glen Waverley, Hurstbridge, Lilydale

M>Train Lines: Broadmeadows, Cranbourne, Frankston, Melton, Sydenham, Pakenham, Sandringham, Upfield, Werribee, Williamstown

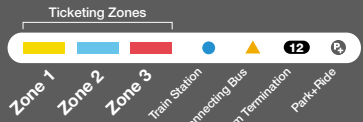
Premium Station:
Staffed customer service centre.

*Line to Showgrounds and Flemington Racecourse, only open for special events.

Melbourne Tram Network



Information



Yarra Trams Routes: 11, 12, 24, 30, 31, 34, 42, 48, 70, 75, 86, 95, 96, 109, 112

M>Tram Routes: 1, 3, 5, 6, 8, 16, 19, 22, 55, 57, 59, 64, 67, 68, 69, 72, 78, 79, 82

fares and travel guide 2003



metcard

Your complete guide to travelling on Melbourne's trains, trams and buses.

It's easy to travel on Melbourne's extensive transport network. One ticket can give you flexible travel between trains, trams and buses. Just buy a ticket, validate it and travel.

Standard Fares											
Zones		1	2	3	1	2	2	3	1	2	3
2 Hour	Full	2.70	2.00	2.00	4.60		3.80		6.30		
	Concession	1.50	1.10	1.10	2.40		2.00		3.20		
Daily	Full	5.20	3.60	3.60	8.50		7.00		11.40		
	Concession	2.70	1.90	1.90	4.30		3.60		4.90		
Weekly	Full	22.90	15.70	15.70	38.80		31.60		47.40		
	Concession	11.40	7.80	7.80	19.30		15.70		22.00		
Monthly	Full	85.90	57.60	57.60	132.10		115.90		161.60		
	Concession	43.20	28.80	28.80	66.10		57.70		76.30		
Yearly	Full	925.00	631.00	631.00	1,478.00		1,238.00		1,833.00		

Two Hour x 10 Metcard											
Zones	1	2	3	1	2	2	3	1	2	3	
Full	23.40	17.30	17.30	40.70		34.30		56.80			
Concession	12.80	8.70	8.70	20.30		17.30		28.60			

Other Metcards & Products		
	Full	Concession
60 Plus ticket (Zones 1+2+3)		2.60
Short Trip	1.80	0.90
Short Trip 10 (10 trips in Zones 1)	15.00	7.50
Rail Plus 2 (2 stations in Zone 1)	1.80	0.90
NightRider (2 hour)	6.00	
NightRider (2 hour) City – Melton/Bacchus Marsh	8.20	
NightRider (2 hour) Frankston	2.20	
Public Transport Map	2.20	

Effective 1 Jan 2003. Price inclusive of Commonwealth Government GST.

For all train, tram and bus information and timetables call **131 638** (6am–10pm daily) or visit www.victrip.com.au. Passengers travelling on concession tickets must carry their concession entitlement card at all times.

Save time by pre-purchasing your Metcard.

Hours of operation.

Train and tram services normally operate between 5am and midnight, Monday to Saturday, and 8am to 11pm Sundays. For train, tram and bus timetable or service enquiries, call VicTrip on **131 638**.

Metcard. Your ticket to Melbourne.

Melbourne's automated ticketing system operates on all services in the metropolitan area, with electronically-encoded tickets called Metcards.

You can pre-purchase Metcards from more than 800 retail agents displaying Metcard signs, the Met Shop at 103 Elizabeth Street Melbourne, the Melbourne Visitor Centre at Federation Square and Metcard ticket machines at train stations.

A limited selection of Metcards are available on buses and from coin-only ticket machines on trams, for passengers who have not pre-purchased tickets.

You can also buy Metcards over the phone. Just ring the Metcard Helpline on **1800 652 313** and quote your Bankcard, Visa or MasterCard number. A minimum \$10 purchase applies. Please note: travelling without a valid ticket could lead to a fine.

Buying the right Metcard.

Most fares are based on three zones, which can be seen on the network maps. For your journey, simply select the zone/s you will be travelling in. For example, Frankston to the city requires a zone 1+2+3 Metcard, while St Albans to Prahran requires a Zone 1+2 Metcard.

Tickets are also available for short trips within Zone 1.

Concession fares for most tickets are available for holders of appropriate concession card entitlements (see 'Concession Cards' in this brochure for more information about concession entitlements).

Validating your Metcard.

You must validate your Metcard before entering a train platform or each time you board a tram or bus. However, when purchasing your Metcard from a ticket machine on a tram, it is automatically validated for that journey only. Remember to always check the expiry details printed on the back of your Metcard after validation.

Metcards for multiple journeys.

2 hour Metcards. Allows unlimited tram, train and bus travel for at least 2 hours within selected zones. Available from all outlets.

10 x 2 hour Metcards. Ten 2 hour trips for less than the price of nine. Available from retail outlets, stations, the Met Shop and Metcard Helpline.

Daily Metcards. Unlimited tram, train and bus travel for a whole day within selected zones. Available from retail outlets, tram, buses, stations, the Met Shop and Metcard Helpline.

Weekly Metcards. Seven days of unlimited tram, train and bus travel for around the price of four within selected zones. Available from retail outlets, stations, the Met Shop and Metcard Helpline. Able to be used for weekend travel across all zones irrespective of selected zones on tickets.

Monthly and Yearly Metcards. Unlimited tram, train and bus travel for an entire calendar month or year within selected zones. Monthly Metcards available from retail outlets, stations, the Met Shop and Metcard Helpline. Yearly Metcards available from the Met Shop and premium train stations. Able to be used for weekend travel across all zones irrespective of selected zones on tickets.

60 Plus Metcards. Exclusively for Victorian Seniors Card holders, a special daily ticket for use on all services in all zones. Available from all outlets.

Metcards for single journeys.

Short Trip Metcards. Short trip tickets allow you to travel easily within two sections on trams and buses in Zone 1. Your ticket is valid for the section in which you board and one more section. Sections are marked at the top of tram and bus stop signs. Available on board trams, buses and from the Metcard Helpline.

Short Trip x 10 Metcards. Ten trips for less than the price of nine. Available from retail outlets in Zone 1, the Met Shop, the Melbourne Visitor Centre at Federation Square and the Metcard Helpline.

Rail Plus 2 Metcards. For one single journey from the boarding station to another station not more than two stations away in Zone 1. Available from stations in Zone 1, the Met Shop and the Metcard Helpline.

Metcards for off-peak travel.

Off-Peak Saver Metcards. Save around 25% when you catch a train from Zone 2 or 3 to the city in off-peak hours, and get unlimited tram and bus travel in the city area while you're there. Available for travel between 9.30am and 4pm, or after 6pm weekdays only (excluding public holidays). Available from premium train stations and the Metcard Helpline.

Metcards for groups.

Group Get-a-Bout Metcards. Discount travel for group of up to six (with a limit of two adults) to travel on weekends and public holidays. Children must be under 15 or hold a public transport-approved Primary or Secondary Student Concession Card which must be produced on request. Available from premium train stations and the Metcard Helpline.

Pre-Paid Group Travel. Groups of 12 or more, travelling together, can travel at concession fares on train, tram and bus services on any day of the week. Details and bookings at premium train stations and the Met Shop.

Metcards for conference visitors. The Melbourne Delegate Card provides all-day travel within Zone 1 on trams, trains and buses for conference and seminar visitors. Call **(03) 9616 6000** for further information.

Concession cards.

Concession tickets at around half the full fare for most ticket types are available for children under 15 years and holders of the following approved Victorian concession cards. You can only travel on a concession ticket if you hold one of the following concession cards, which must be carried at all times and produced on request. Failure to do so could result in a \$100 fine. Children under four years travel free on all services.

Student Concession Cards. Available for primary, secondary or tertiary students. Call VicTrip on **131 638** for details.

Department of Social Security Cards. Health Care Cards: Victorian residents only with the payment type code SA, NS, YA, SL, or WA printed in the Payment Type code box.

Pensioner Concession Cards. Holders of a current Pensioner Concession Card from any State are entitled to concession fares on metropolitan trams, trains and buses.

Other cards. Victorian Seniors Cards issued to residents aged 60 years and over and who work less than 35 hours per week.

Fare refunds and replacements.

Under certain conditions refunds are available for tickets valid for one week or longer. Only lost yearly tickets or student passes may be replaced. A declaration is required and a fee charged for replacements. All other tickets are the responsibility of the purchaser.

- For refund application forms and information, enquire at premium train stations, the Met Shop at 103 Elizabeth Street Melbourne, or call the Metcard Helpline on **1800 652 313**.
- For ticket and equipment malfunctions call the Metcard Helpline on **1800 652 313** or notify customer service staff.

Travelling with prams, bicycles and surfboards.

Prams, pushers or baby carriages may be carried free at all times.

Bicycles may be carried free during off-peak times on trains: before 7am, between 9.30am and 4pm and after 6pm, Monday to Friday, all day Saturday, Sunday and public holidays. A concession fare applies during peak times.

Surfboards may be carried on trains with a concession fare applying.

Travelling with pets.

Pets can travel on trains, trams and buses between 9.30am and 4pm and after 6pm, Monday to Friday with a concession fare applying. There are no restrictions on weekends and public holidays. On trams and buses, pets must travel in a suitable container. On trains, pets must be on a lead or in a suitable container, and large dogs must be muzzled. Seeing Eye and Hearing Guide dogs may travel at all times free of charge.

City Circle Tram.

The free City Circle Trams travel the perimeter of the central business district every day between 10am and 6pm, except Christmas Day and Good Friday.

NightRider buses.

The NightRider buses travel from the city to the suburbs in the small hours. Depart Swanston Street (between Collins and Flinders Streets) hourly from 12.30am to 4.30am on Saturday and Sunday mornings, with connecting services to the Crown Casino. Buses go to Bayswater, Belgrave, Craigieburn, Croydon, Lilydale, Dandenong, Eltham, Epping, Frankston, Melton, Street. Albans and Werribee. On board mobile phones are available for taxi bookings (free call) or call a friend to meet you for \$1.

Fare: \$6 for two hours (Melton \$8.20 and local Frankston \$2.20) For more information call VicTrip on **131 638** between 6am–10pm daily.

General information.

Timetables, maps and brochures are available at the Met Shop, 103 Elizabeth Street Melbourne, and also at the Melbourne Visitor Centre at Federation Square. Also, online at www.victrip.com.au or call VicTrip on **131 638**. Service-specific timetables are also available at premium stations, on board trams and at bus depots.

Metcard Helpline (TTY) **1800 652 313**.

Transport Infringement enquiries
Level 6, 80 Collins Street **1300 135 066**.

School and Community Safety Education Programs (8.30am–5pm Monday to Friday) **9655 6695**.
Visit www.doi.vic.gov.au/transport

Passengers with special needs.

Contact VicTrip on **131 638** or V/Line on **136 196**.

To book the St Kilda/Port Melbourne wheelchair accessible minibus call toll-free **1800 012 061**.

Disability services: for assistance at Spencer Street Station and country stations **9619 2300**.

Travellers Aid **9654 2600** (8.00am–5.00pm Mon–Fri) or Spencer Street **9670 2873** (7.30am–7.30pm Mon–Fri and 7.30am–11.30am Sat & Sun).

V/Line services.

V/Line operates trains and coaches throughout Victoria and interstate. Inter-City services link major provincial cities, while high frequency Inter-Urban services operate to Geelong, Ballarat, Kyneton, Seymour and Traralgon.

Timetable information and reservations.

Visit www.vlinepassenger.com.au
9619 2727 TTY Callers.
1800 800 120 Customer Feedback Line (6am–10pm daily).